



Production Services Coordinator

Department: Information Systems Technology

EEO Code: 25

Class Code: 1316

FLSA: N

Effective: 01/03/1996

GENERAL STATEMENT OF DUTIES:

Under general supervision; performs work of moderate difficulty in scheduling and coordinating significant processing events through interacting with user community, Production Services, and Systems Development staff; recognizes user requirements and translates them to service level agreements; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Interfaces with user to coordinate and schedule activities and accomplish problem resolution; interacts with scheduler and other Production Services staff to ensure processing and reporting timeliness; performs quality assurance review of proposed changes to production environment ensuring sufficient controls and documentation exists to provide necessary operational support; researches and investigates production processing problems to determine nature of problem and perform necessary follow-up to ensure timely, accurate and thorough analysis of problem as detailed in standards and service level commitments; notifies users of impacts resulting from production problems; produces various reports; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of data processing work processes.

Considerable skill in communicating effectively both orally and in writing; in planning and projecting workload and resource requirements.

MINIMUM EDUCATION AND EXPERIENCE:

High school diploma with some course work in data processing and three years of experience in controlling production processes and/or computer operations and scheduling; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
